DOCUMENT RESUME

ED 155 465 CE 016 976

AUTHOR	Harrison, Pam
TITLE	Performing Stenographic Activities. Compose Correspondence. Student's Manual and Instructor's Manual.
INSTITUTION	Clemson Univ., S.C. Vocational Education Media Center.
SPONS AGENCY	South Carolina State Dept. of Education, Columbia. Office of Vocational Education.
PUB DATE	77
NOTE	20p.; For related documents see CE 014 491 and CE 016 911-989
AVAILABLE FROM	Vocational Education Media Center, 10 Tillman Hall, Clemson University, Clemson, South Carolina 29631 ($160.00 for complete set, including nineteen filmstrips and eight overhead transparencies)
EDRS PRICE	MF-$0.83 Plus Postage. HC Not Available from EDRS.
DESCRIPTORS	Behavioral Objectives; *Business Correspondence; Business Education; Business Skills; Instructional Materials; *Letters (Correspondence); *Office Occupations Education; Performance Based Education; *Stenography
IDENTIFIERS	Vocational Technical Education Consortium States

ABSTRACT

Supporting performance objective 71 of the V-TECS (Vocational-Technical Education Consortium of States) Secretarial Catalog, both a set of student materials and an instructor's manual on composing correspondence are included in this packet. (The packet is the fourth in a set of four on performing stenographic activities--CE 016 973-976.) The student materials include a pretest, four student activity sheets, a posttest, and the instructor's final checklist. The instructor's manual includes notes to the teacher and answer keys. The materials are designed for self-paced individual instruction and may be adapted for use with large groups. (A separate booklet--CE 016 911--lists contents for the four packets in this set along with those in several other sets--seventy-eight packets in all--based on the same V-TECS catalog.) (JT)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED155465

PERFORMING STENOGRAPHIC ACTIVITIES

COMPOSE CORRESPONDENCE

STUDENT'S MANUAL

Prepared by

Pam Harrison

These materials support
Performance Objective 71 of the
V-TECS Secretarial Catalog

State Department of Education
Office of Vocational Education
Office Occupations Education
Columbia, South Carolina 29201

In Cooperation With

Vocational Education Media Center
Clemson University
Clemson, South Carolina 29631

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY.

"PERMISSION TO REPRODUCE THIS MATERIAL IN MICROFICHE ONLY HAS BEEN GRANTED BY

Elmer L. Knight

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC) AND USERS OF THE ERIC SYSTEM."

© Copyright 1977 South Carolina Department of Education

CE 016 976

COMPOSE CORRESPONDENCE

INTRODUCTION

Every day the secretary is required to send out many letters. It is the secretary's duty to see that these letters are arranged neatly on the page, typed in correct form, and contain no errors. If a letter that is poorly typed or poorly written is sent out, it reflects on the company and creates a bad impression. In this objective you will learn the different types of business letters and will also compose business letters on your own.

ENTERING BEHAVIOR

Before beginning this objective, the student should have successfully completed Performance Objective 81, Type Business Letters.

OBJECTIVE

Given three situations provided by your teacher, the student will compose three letters to be rated by a teacher rate list.

PRETEST

Directions: Answer the following questions on a separate sheet of paper. After answering each question, ask your teacher to check your answers.

1. Write three things a good letter conveys.
2. A letter that is written to inform a person that his/her letter has been received is called _____ .
3. Social business letters are used to_____ .
4. What is another name for a letter of inquiry? _____
5. What kind of letter would you write if you wanted to obtain a job? _____

If you missed any of the above questions, turn the page and perform each of the learning activities.

If you scored 100% on the above questions and feel confident enough to compose letters, turn to the end of this package and take the post test.

LEARNING ACTIVITIES

1. READ--Student Activity Sheet I, Types of Business Letters.
2. COMPLETE--Student Activity Sheet II, Letter Review.
3. READ AND COMPLETE--Student Activity Sheet III, Composing and Editing Letters.
4. COMPLETE--Student Activity Sheet IV, Compose Business Letters.
5. POST TEST

COMPLETE THE ABOVE LEARNING ACTIVITIES IN THE ORDER IN WHICH THEY APPEAR.

STUDENT ACTIVITY SHEET I

TYPES OF BUSINESS LETTERS

When you begin work as a secretary, all of your letters will probably be dictated to you. As time goes on your boss will become more confident in your qualifications, and you will be asked to compose certain letters for your boss. As a secretary you should be familiar with the different types of business letters so that when the need arises, you will have some knowledge as to the type of letter your boss wants you to compose.

Study the business letters given below and be sure you understand them.

SALES LETTERS – usually informs a person of a new product or location. This kind of letter serves as an advertisement. Its main purpose is to sell the goods and services.

COLLECTION LETTERS – are used to inform a customer that he did not pay a bill on time and to collect the amount overdue.

Credit letters are sometimes classified with collection letters because both deal with customers and money. Most credit letters, though, are used to obtain information about a customer in order to give the customer credit or to notify a customer of acceptance of credit.

THANK YOU – letters are written to let a person know that assistance is appreciated. Sometimes the secretary composes these letters without the assistance of the employer. These letters are also used to thank a customer for using the services and goods of a company.

SOCIAL BUSINESS LETTERS – are letters to promote customer good will. Most of these letters are used to strengthen the employer's relationship with an employee or client.

EMPLOYMENT LETTERS – are letters written to inquire about a job, to apply for a job, to inform a person to come for an interview, or to hire a person.

ORDER LETTERS – are exactly what the name implies. These letters are used to place an order for goods or services.

LETTERS OF REQUEST – are letters that are usually brief, but give full details. They are sometimes called inquiry letters. Request for information about products or services is contained in these letters. Also, these letters are used to request a particular item or favor.

LETTERS OF RECOMMENDATION – are letters used to recommend a product or a person for a certain position.

LETTERS OF ACKNOWLEDGEMENT – are used to inform a person that his/her letter was received and that it will be answered. Letters of acknowledgement are also used to acknowledge receiving receipts or products.

LETTERS OF COMPLAINT – are sometimes called letters of adjustment. Actually, these two differ somewhat. A letter of complaint is used to inform a company that its product or service was not as the company stated. These are letters of dissatisfaction.

Letters of adjustment are written usually after receiving a letter of complaint. Adjustment letters are used to correct any error or misunderstanding between the buyer and the seller.

Study the letter types given above. Be sure you understand each of them before going on to Letter Review on the next page.

The above letter styles were taken from Kentucky Module S-44, Objective 79.

STUDENT ACTIVITY SHEET II

LETTER REVIEW

DIRECTIONS: On a separate sheet of paper write the type of letter that the statement describes. After you have answered each question, turn the page and check your answers.

1. A letter written to find out the qualifications for a certain job
2. A letter from the telephone company requesting payment of your past due bill
3. A letter written to a client to improve your relationship
4. A letter written requesting goods or services
5. A letter written when you are not satisfied with a product you received
6. A letter written to the company informing them you received your merchandise
7. A letter written to advertise new cars
8. A letter written to recommend a product
9. Letter ordering goods or services
10. A letter written to you after receiving a letter of complaint

REVIEW SHEET ANSWERS

1. Employment letter
2. Collection letter
3. Social Business letter
4. Request letter
5. Complaint letter
6. Acknowledgment letter
7. Sales letter
8. Recommendation letter
9. Order letter
10. Adjustment letter

If you missed any of these questions, turn back to letter styles and review the ones you missed. After you have done this or if you do not need to review, turn to Student Activity Sheet III on the next page and read it.

STUDENT ACTIVITY SHEET III

COMPOSING AND EDITING LETTERS

Your boss hands you a letter received from Mr. James C. Jackson, 32 Bull Street, Columbia, SC 29201 requesting information concerning the fishing derby to be held July 4-July 18. Mr. Jackson would like to enter the derby and needs an application blank. Your boss asked you to write a letter to be mailed to Mr. Jackson. This is the first time you have had an opportunity to compose a letter for your boss. You want to make a good impression. Study the following steps in composing and editing letters.

FIRST. The first thing you must do is to obtain the facts:

1. The derby is to be held on July 4-July 18.
2. The application must be in two weeks before the derby starts.
3. All fish caught must be registered and weighed at an official weigh-in station.

SECOND. Compose the letter. Remember that the letter should be concise. No one wants a letter that goes on and on. Be careful that you do not leave out some important information. If you are going to enclose some material or information, be sure to put the enclosure notation at the end as a reminder to you and the reader that something should be enclosed.

Letter:

Dear Mr. Jackson: The fishing derby you inquired about in your letter of April 16, is to be held July 4-July 18. We are enclosing an application blank which must be returned to us by June 20, two weeks before the start of the derby.

Any fish which is caught and entered in competition must be brought to an official weigh-in station and recorded. The winner will be established at the close of the derby at 7:00 p.m. on July 18.

If there is any other information we can provide for you, please do not hesitate to write us.

THIRD. Edit the letter. Read back over the letter to be sure that no important information was omitted, correct form and arrangement were used, and no unimportant information was added.

FOURTH. Type the letter. Choose an appropriate letter style and type the letter.

Type on a plain sheet of paper the letter you just composed using modified block style, mixed punctuation, and indented paragraphs.

After typing the letter, check it with the one on the following page.

LETTER

CURRENT DATE

Mr. James C. Jackson
32 Bull Street
Columbia, SC 29201

Dear Mr. Jackson:

The fishing derby you inquired about in your letter of April 16 is to be held July 4-July 18. We are enclosing an application blank which must be returned to us by June 20, two weeks before the start of the derby.

Any fish which is caught and entered in competition, must be brought to an official weigh-in station and recorded. The winner will be established at the close of the derby at 7:00 p.m. on July 18.

If there is any other information we can provide for you, please do not hesitate to write us.

Sincerely,

BOSS' NAME

Ref. Ini.

ENCLOSURE

TURN TO NEXT PAGE.

STUDENT ACTIVITY SHEET IV

COMPOSE BUSINESS LETTERS

On separate sheets of paper compose business letters for the following situations. Be sure to follow the steps given in Student Activity Sheet III.

SITUATIONS:

LETTER 1

(Full Block; mixed punctuation; current date)
Your Boss, Mr. Allen Kingston, hands you a letter received April 1 from a client, Ms. Susan Carr, 14 Winter Place, Columbia, SC 29209. Ms. Carr would like to change her appointment from April 11 at 9:00 a.m. to April 14 at 3:30 p.m. On April 14, Mr. Kingston has a previous appointment at 3:30 p.m., but will be available at 4:00 p.m. Write a letter informing Ms. Carr.

LETTER 2

(Modified block; mixed punctuation; current date)
Compose a letter for your boss, Mrs. Sylvia Jones, to Mr. Wayne Jones, 346 Alice Street, Columbia, SC 29201. Mr. Jones has applied for a position as teacher of accounting at Clearview High School. Acknowledge his letter; however, there are no openings at the present time. His application is being processed, and he will be notified if a vacancy occurs.

Turn the page and check your letters. If the content of your letter varies a great deal from the answer letter, you might want to check with your teacher for help.

ANSWER LETTERS

Letter 1

Current Date

Ms. Susan Carr
14 Winter Place
Columbia, SC 29209

Dear Ms. Carr:

As you requested in your letter of April 1, we have changed your appointment with Mr. Kingston from April 11 at 9:00 a.m. to April 14 at 4:00 p.m.

In your letter you requested that the appointment be changed to 3:30 p.m. Mr. Kingston, however, has a previous appointment at [illegible] and will not be able to see you until 4:00 p.m. We hope, Ms. Carr, that this time is suitable for you. If you cannot come at 4:00 p.m., please call me at 799-5732 to make other arrangements.

We look forward to seeing you soon.

Sincerely,

Letter 2

Current Date

Mr. Wayne Jones
346 Alice Street
Columbia, SC 29202

Dear Mr. Jones:

Your application for a teaching position at Clearview High School has been received and is being processed.

We are sorry but at the present time there are no openings in our Business Department for accounting teachers. We will keep your application on file should any openings occur in the near future.

Thank you for your interest in Clearview High School.

Sincerely,

TURN THE PAGE AND WORK THE POST TEST.

POST TEST

DIRECTIONS: Read the following three situations and compose letters using correct procedures. These letters should be typed in correct mailable form. All letters will be rated by your teacher. After you have typed these letters, give them to your teacher to be graded.

Letter 1

(Modified Block Style; indented paragraphs; mixed punctuation; current date)
Mrs. Carolyn Campbell of 3 Present Street, Columbia, SC 29201, would like some information on your annual sale. The sale begins October 16 and ends October 21. Preferred customers are invited to take advantage of unadvertised specials. Remind her to bring her preferred customer card with her.

Letter 2

(Block Style; open punctuation; current date)
Mr. Steve Goodwin, 46 Greenbriar Avenue, Columbia, SC 29201. Compose a letter to Mr. Goodwin who has just closed an account at the Trusty Savings and Loan Bank. Mr. Goodwin has been a customer for five years. Thank him for his business.

Letter 3

(Modified Block Style; mixed punctuation; current date)
Compose a letter to Mr. William Smott, 97 Averly Avenue, Columbia, SC 29201, informing him that he has missed payment of three insurance premiums. He will lose his entire insurance protection if he does not pay these at once. Each premium was for $22 making the total owed $66.

LAP

Student _____

Date _____

COMPOSING CORRESPONDENCE

Instructor's Final Checklist

Check the student's performance in the following elements of composing correspondence.

Place an X in the appropriate box indicating not accomplished, partially accomplished, or fully accomplished. If, because of special circumstances, the item was impossible to complete, place an X in the "Not Applicable" box.

Performance Level: All items must receive a rating of FULLY ACCOMPLISHED (or Not Applicable). If any items are rated Not Accomplished or Partially Accomplished, the student and instructor will discuss this and decide which learning activities must be repeated.

	Student Performance			
	Not Applicable	Not Accomplished	Partially Accomplished	Fully Accomplished
1. No misspelled words	[ ]	[ ]	[ ]	[ ]
2. Good grammar	[ ]	[ ]	[ ]	[ ]
3. Correct punctuation	[ ]	[ ]	[ ]	[ ]
4. Intended meaning conveyed	[ ]	[ ]	[ ]	[ ]
5. Used correct style given	[ ]	[ ]	[ ]	[ ]
6. Letter placement correct	[ ]	[ ]	[ ]	[ ]

PERFORMING STENOGRAPHIC ACTIVITIES

COMPOSE CORRESPONDENCE

INSTRUCTOR'S MANUAL

Prepared by

Pam Harrison

These materials support
Performance Objective 71 of the
V-TECS Secretarial Catalog

State Department of Education
Office of Vocational Education
Office Occupations Education
Columbia, South Carolina 29201

In Cooperation With

Vocational Education Media Center
Clemson University
Clemson, South Carolina 29631

© Copyright 1977 South Carolina Department of Education

TO THE TEACHER

This module was designed to be used by the individual student or by the entire class.

For your convenience in grading the Post Test letters, an Instructor's Final Checklist is given on page 12 of the Student Manual. This is a perishable item and you should duplicate enough copies for your evaluation of each student's work. Keys for the Pretest and Post Test are provided in your manual. The content of the student's letters should not vary greatly from the key. It is left up to you to decide whether or not the student conveyed the intended meaning in the letter.

Time

This objective should take the average student one to one and a half 50-minute class periods to complete. Slower students should be given more time.

Materials

1 typewriter
10 sheets of typing paper
eraser or liquid paper

PRETEST ANSWERS

1. a. creates a favorable impression
   b. promotes good will
   c. comes directly to the point
2. Letter of acknowledgement
3. Are used to promote customer good will
4. Letter of request
5. Employment letter

Key to Post Test

Letter 1

Current Date

Mrs. Carolyn Campbell
3 Present Street
Columbia, SC 29201

Dear Mrs. Campbell:

Thank you for your recent letter requesting information on our annual sale. The sale begins October 16 and ends October 21.

Since you are on our preferred customer list, we invite you to take advantage of our unadvertised specials. Please remember to bring your preferred customer card with you to the sale.

We appreciate your interest in the sale and look forward to seeing you.

Sincerely,

Your Name

Ref. ini.

Key to Post Test

Letter 2

Current Date

Mr. Steve Goodwin
46 Greenbriar Avenue
Columbia, SC 29201

Dear Mr. Goodwin

We have just learned of the closing of your account with us at Trusty Savings and Loan Bank. For the past five years we have valued your account and considered you one of our best customers.

Thank you for your business. If we can be of service to you in the future, please let us know. We would appreciate the opportunity to handle your account.

Sincerely

Your Name

Ref. ini.

Key to Post Test

Letter 3

Current Date

Mr. William Smott
97 Averly Avenue
Columbia, SC 29201

Dear Mr. Smott:

This is to remind you that we have not received your past due payment of three insurance premiums. The company allows only a 30 day grace period so an immediate payment is necessary in order for you to retain your insurance protection.

Each premium was for $22 making the total owed $66. Won't you let us hear from you soon so that your insurance protection may go on unaltered.

Yours very truly,

Your Name

Ref. ini.